CONVENTION CENTER DIRECTOR

Town of Ocean City | Ocean City, MD



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The Ocean City Convention Center Director

Ocean City is a vibrant, year-round seaside destination where work and play come together naturally. Ten miles of Atlantic beach, a legendary Boardwalk, championship golf, 200+ restaurants, and a close-knit community define the OC Way of Life: welcoming, energetic, and always a little more relaxed by the water.

Behind that experience is a destination that knows how to gather people. At its center is the Roland E. Powell Convention Center, an expanded waterfront facility with more than 200,000 square feet of flexible space, a bayfront ballroom, and a 1,200-seat Performing Arts Center that hosts everything from Broadway tours to concerts, competitions, and keynote stages. Alongside it, the Ocean City Museums share the story of the town's heritage, adding depth, culture, and character to the visitor experience.

Together, these venues are far more than buildings. They are economic engines that drive visitation beyond the summer season, fill hotel rooms and restaurants, support local businesses, and strengthen Ocean City's position as a premier East Coast meetings, events, and entertainment destination.

Roland E. Powell Convention Center

Located bayside at 40th Street, the Convention Center hosts conventions, trade shows, sporting events, car shows, banquets, and community gatherings.

- Exhibit Space: 45,400+ sq ft column-free hall with a 30 ft ceiling (Halls A and B), connected by a movable partition to a 30,000 sq ft multi-purpose hall for approximately 75,000 sq ft of contiguous exhibit space.
- Bayfront Ballroom: 24,600 sq ft with a 35 ft ceiling and bay views, divisible into two spaces.
- Dockside Exhibit Hall: 14,000+ sq ft of flexible space with easy move-in and move-out access, bay views, and boardwalk access.
- Meeting Rooms: More than 20 meeting and breakout rooms, including executive boardrooms, each with individual climate and audio controls.

Ocean City Performing Arts Center

Located inside the Convention Center, the Performing Arts Center opened in 2014 and brings national touring acts, concerts, comedy, plays, and dance to Ocean City. When the curtain isn't rising for a show, the Performing Arts Center can transform into a versatile venue ideal for conferences, seminars, and group meetings.

- Seating: Approximately 1,200 seats across two tiers, including box seats.
- Theater: 50 ft ceilings, a wide stage, and professional sound and lighting systems.
- Support Spaces: Dressing rooms, a green room, and a wardrobe room, plus a box office, concession area, and pre-function space.

Ocean City Museums

The Town's museum program, developed in partnership with the Ocean City Museum Society, preserves and shares the story of Ocean City across two locations.

- Ocean City Life-Saving Station Museum: The 1891 life-saving station at the Inlet on the south end of the Boardwalk, with exhibits on the U.S. Life-Saving Service, local maritime history, aquariums, and the Boardwalk.
- Museum of Ocean City: A restored 1910 former bank building in downtown Ocean City, opened to the public in 2025, with exhibits on downtown history and a research library.



POSITION SUMMARY

This is an opportunity for an energetic, hands-on leader to guide a busy and growing public assembly facility with strong weekend demand and clear room to grow. The Convention Center Director leads the Center, with responsibility for the leasing, operation, and maintenance of the convention center, parking, and theatrical facilities, as well as oversight of the Lifesaving Museum.

Reporting to the Director of Tourism and Business Development, the Director partners closely with the Director of Sales and the sales team, the Ocean City Convention and Visitors Bureau, and local business and community organizations.

The Director supervises division managers, including Operations, Maintenance, and Museum operations, and works with the Town's leadership on budget preparation, contracts, and long-range facility planning. The ideal candidate is a solution-oriented, visible leader who is as comfortable on the event floor as in the budget meeting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership and Operations

- Lead, develop, and evaluate division managers and supervisors, including hiring, training, and performance management.
- Provide event supervision of maintenance and operations, and ensure safety compliance and logistics.
- Oversee housekeeping of the interior, exterior perimeter, and parking lots, coordinating with transportation partners and clients.

Sales and Business Development

- Partner with the Director of Sales and team on the promotion and development of new business for conventions, trade shows, exhibitions, and entertainment.
- Work closely with the Ocean City Convention and Visitors Bureau and local business organizations to grow weekday and shoulder-season business.
- Engage promoters, arts organizations, citizen boards, and community agencies on facility accommodations and programming.

Financial and Contract Management

- With the Director of Tourism and Business Development, prepare the annual budget, justify requests, and monitor revenue and expenditures.
- Administer contracts, including evaluating proposals and bids, negotiating terms, and monitoring compliance.
- Supervise the contractual performance of the in-house food and beverage operator.
- Prepare comprehensive management reports.

Facilities and Capital Projects

- Direct the operation and maintenance of the convention center, parking, and theatrical facilities, and oversee Ocean City Lifesaving Museum operations.
- Manage active capital projects and contribute to planning for future expansion and parking.

Systems and Continuous Improvement

- Lead the planned migration from Momentus to Convention Suites and its integration with the Simpleview CRM.
- Improve operations, shorten turnaround times, and streamline work processes to deliver seamless customer service.
- Maximize data and reporting.

QUALIFICATIONS

Education

- A bachelor's degree in business administration or a related field is strongly preferred.
- Ten or more years of directly related experience will be considered in lieu of a degree.

Experience

- Six years of management experience directing the operation and maintenance of a convention center, theater, or similar public assembly facility, including leading direct reports across operations, maintenance, and visitor-facing programs.
- Facility operations leadership, ideally in a regional or beach-town market.
- A strong sales background and a track record of driving new business.
- Experience with CRM and event management systems such as Simpleview, Momentus, and Convention Suites.
- Experience overseeing capital projects or facility improvement programs.
- Working knowledge of municipal budgeting and finance, public building management, and contract administration.
- Valid driver's license and appropriate professional association memberships.

KEY CHARACTERISTICS

- High Energy: Brings high energy and enthusiasm to the facility, the team, and its clients.
- Innovative: Looks for new ways to fill the calendar and improve the guest experience.
- Solution-Oriented: A go-getter who identifies problems early and brings practical solutions.
- Customer-Focused: Communicates with clarity and warmth with clients, event guests, and the public.
- Collaborative: Team-oriented, approachable, and visible on the floor.

TOP PRIORITIES (FIRST SIX MONTHS)

- Deliver Capital Projects: Lead the $3 million food and beverage expansion from planning through delivery.
- Oversee and manage the facility upgrades, including the lobby flooring replacement and restroom renovations.
- Build Trust with the Team: Earn the confidence of an experienced, long-tenured team and build a culture of continuity.
- Grow Off-Peak Business: Work with Sales and the CVB to increase weekday and shoulder-season bookings.
- Strengthen Financial Performance: Identify practical opportunities to improve the Center's annual operating performance.
- Lead the Systems Transition: Guide the move from Momentus to Convention Suites and its integration with Simpleview.
- Prepare for Growth: Begin contributing to planning for the 50,000 square foot addition and parking garage.

MEASURE OF SUCCESS

Within the first 12 to 18 months, the Convention Center Director will have:

- Established trust and strong working relationships with staff, the Director of Sales, the CVB, and Town leadership.
- Delivered the food and beverage expansion and the planned facility upgrades on schedule and on budget.
- Improved the Center's annual operating performance.
- Completed the Convention Suites migration and Simpleview integration.
- Contributed to a clear plan for the addition and parking garage.



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If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, Jennifer Haire.

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